

09/455534

CJC



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent of:

Michael ZIRNGIBL *et al.*

Patent No.: 7,266,181 B1

Issued: September 4, 2007

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Docket No.: 067220-0313100

Confirmation No.: 5280

For: SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH INTEGRATED INBOUND AND OUTBOUND VOICE SERVICES

**PETITION FOR CERTIFICATE OF CORRECTION**

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Certificate  
DEC 07 2007  
of Correction

Sir:

The assignee of the above-identified patent, through its attorneys, hereby requests issuance of a Certificate of Correction. A certificate is required to correct the error as set forth below.

The error is considered to be the fault of the United States Patent and Trademark Office ("PTO"). Therefore, no fee is required. However, in the event that it is determined that fees are due, the Commissioner is hereby authorized to charge the undersigned's Deposit Account No. 03-3975 (Reference No. 067220-0313100).

DEC 7 2007

**Omission of References Cited on the Title Page**

On November 13, 2002 and on March 14, 2003, Information Disclosure Statements and corresponding Form PTO-1449 were filed in the application that matured into the above-referenced patent. The initialed Forms PTO-1449 for these submissions were returned with the Office Action mailed July 11, 2003. The undersigned has provided, as an attached EXHIBIT A, a copy of the initialed Forms PTO-1449, thus supporting the contention that PTO error resulted in the omission of these references on the title page of the patent.

Accordingly, on the title page, Item [56], **References Cited**, U.S. PATENT DOCUMENTS, please add the 37 U.S. references listed in EXHIBIT A. Additionally, on the title page, Item [56], **OTHER PUBLICATIONS**, please add the 36 Other Documents listed in EXHIBIT A.

**CONCLUSION**

It is respectfully requested that a Certificate of Correction be issued to correct this error.

Respectfully submitted,

PILLSBURY WINTHROP SHAW PITTMAN LLP

By

  
Bradford C. Plaise

Registration No.: 47,429

Customer No.  
00909























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Dated: December 4, 2007

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## US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

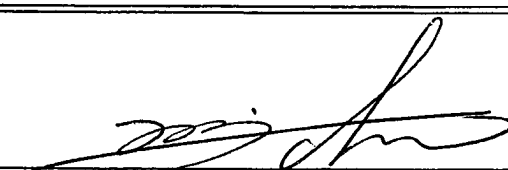
init	Citation No.	Patent Number	Date	Bar Code	Patentee	Class	Subclass
	P01	6011579	2000-01-04		Newlin	348	15
	P02	6016478	2000-01-18		Zhang et al.	705	9
	P03	6101443	2000-08-08		Kato et al.	701	210
	P04	6119095	2000-09-12		Morita	705	5
	P05	6167379	2000-12-26		Dean et al.	705	9
	P06	6236977	2001-05-22		Verba et al.	705	10
	P07	6243445	2001-06-05		Begeja et al.	379	93.01
	P08	6253146	2001-06-26		Hanson et al.	701	202
	P09	6304850	2001-10-16		Keller et al.	705	5
	P10	6385583	2002-05-07		Ladd et al.	704	270
	P11	6404858	2002-06-11		Farris et al.	379	88.02

**RECEIVED**

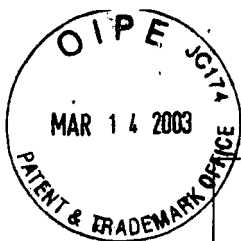
NOV 18 2002

Technology Center 2600

**Signature**

Examiner Name	Date
	<p style="font-size: 1.2em;">6-30-03</p>

DEC 6 2002

INFORMATION DISCLOSURE CITATION  
IN AN APPLICATION

Form PTO-1449

Docket Number	Application Number
23453-035	09/455,534
Applicant(s)	
Michael ZIRNGIBL <i>et al.</i>	
Filing Date	Group Art Unit
December 7, 1999	2645

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	REF	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(W)	1A	5,457,904	10/17/1995	Colvin	40	119	
(W)	1B	5,812,987	09/22/1998	Luskin <i>et al.</i>	705	36	
(W)	1C	5,913,195	06/15/1999	Weeren <i>et al.</i>	704	270	
(W)	1D	5,953,406	09/14/1999	LaRue <i>et al.</i>	379	265	
(W)	1E	5,974,398	10/26/1999	Hanson <i>et al.</i>	705	14	
(W)	1F	6,055,514	04/25/2000	Wren	705	27	
(W)	1G	6,067,535	05/23/2000	Hobson <i>et al.</i>	706	10	
(W)	1H	6,081,815	06/27/2000	Spitznagel <i>et al.</i>	707	501	
(W)	1I	6,108,686	08/22/2000	Williams, Jr.	709	202	
(W)	1J	6,189,008	02/13/2001	Easty <i>et al.</i>	707	10	
(W)	1K	6,199,082	03/06/2001	Ferrel <i>et al.</i>	707	522	
(W)	1L	6,219,643	04/17/2001	Cohen <i>et al.</i>	704	257	
(W)	1M	6,269,336	07/31/2001	Ladd <i>et al.</i>	704	270	
(W)	1N	6,321,198	11/20/2001	Hank <i>et al.</i>	704	270	
(W)	1O	6,321,221	11/20/2001	Bieganski	707	5	
(W)	1P	2002/0006126	01/17/2002	Johnson <i>et al.</i>	370	356	
(W)	1Q	6,341,271	01/22/2002	Salvo <i>et al.</i>	705	28	
(W)	1R	6,360,139	03/19/2002	Jacobs	700	232	
(W)	1S	6,366,298	04/02/2002	Haitsuka <i>et al.</i>	345	736	
(W)	1T	6,397,387	05/28/2002	Rosin <i>et al.</i>	725	44	
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(W)	1W	6,477,549	11/05/2002	Hishida <i>et al.</i>	707	513	
(W)	1X	6,480,842	11/12/2002	Agassi <i>et al.</i>	707	4	
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(W)	1Z	6,501,832	12/31/2002	Saylor <i>et al.</i>	379	88.04	

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	REF	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translations	
							YES	NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

(W)	1AA	"Andyne Introduces Greater Flexibility for Database Queries; New Query Management Option Provides Enhanced Management for Enterprise-Wide Queries," <u>Business Wire</u> , January 3, 1996. Available from the Dow Jones Interactive web site.
(W)	1BB	CATALANO, Carla, "OLAP, Scheduling, Tuning for DBMSs," <u>Computer World</u> , April 1, 1996. Available at the Dow Jones Interactive web site.

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

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<b>INFORMATION DISCLOSURE CITATION IN AN APPLICATION</b>  Form PTO-1449	Docket Number	Application Number
	23453-035	09/455,534
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**FOREIGN PATENT DOCUMENTS**

	REF	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translations	
							YES	NO

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

(w)	2A	Andyne's Intranet Strategy Brings DSS to the Web; Company Aims to Dramatically Broaden Scope of Reporting, Online Analysis," <u>PR Newswire</u> , September 18, 1996. Available from the Dow Jones Interactive web site.
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(w)	2D	Intrepid Systems Announces General Availability of DecisionMaster 4.1; Retailing's Premier Decision Support Software Enhancements Automate Information Delivery," <u>Business Wire</u> , May 27, 1997. Available at the Dow Jones Interactive web site.
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(w)	2G	MICROSTRATEGY: DSS Broadcaster - The Industry's First Information Broadcast Server, <u>M2 Presswire</u> , March 20, 1998. Available at the Dow Jones Interactive web site.
(w)	2H	Microstrategy Introduces DSS Broadcaster - The Industry's First Information Broadcast Server, March 23, 1998, printed from a web site.
(w)	2I	Microstrategy Introduces DSS Broadcaster - The Industry's First Information Broadcast Server, 3/23/98, printed from a web site.
(w)	2J	"Microstrategy Announces Enhanced Versions of DSS Web and DSS Server," October 26, 1998, printed from a web site.
(w)	2K	Computer Telephony, printed from a web site - September 9, 1999
(w)	2L	Frequently Asked Questions About DSS Web, printed February 23, 1999, printed from a web site.
(w)	2M	Traffic Station Corporate Information, printed from a web side, January 10, 2001.
(w)	2N	ALUR <i>et al.</i> , "Directory-Driven Information Delivery", DataBase Associates Int'l, July 1996, printed from a web site on 1/7/02, 12 pages.
(w)	2O	RADEN, "Teraforming the Data Warehouse", Archer Decision Sciences, printed from a web site on 1/16/02, 13 pages.
(w)	2P	SPOFFORD, "Attack of the Killer APIs", Intelligent Enterprise's Database Online Programming and Design, printed from a web site on 12/21/01, 10 pages.

EXAMINER

DATE CONSIDERED

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**FOREIGN PATENT DOCUMENTS**

	REF	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translations	
							YES	NO

**OTHER DOCUMENTS** (Including Author, Title, Date, Pertinent Pages, Etc.)

(3)	3A	Search Results from Internet Archive Wayback Machine, searched for "infoadvan.com", printed from a web site on 12/19/01, 40 pages.					
(3)	3B	Search Results from Internet Archive Wayback Machine, searched for "platinum.com", printed from a web site on 12/21/01, 17 pages.					
(3)	3C	"Distributed Application Development with PowerBuilder 6.0", Manning Publications Co., printed from a web site on 1/15/02, 12 pages.					
(3)	3D	"PowerBuilder 6.0 Questions & Answers", Manning Publications Co., printed from a web site on 1/15/02, 13 pages.					
(3)	3E	"PowerBuilder 6.0 Questions & Answers", Manning Publications Co., printed from a web site on 1/17/02, 2 pages.					
(3)	3F	CHESHIRE, "Product News - A Sea of Opportunity", Intelligent Enterprise's Database Online Programming and Design, printed from a web site on 1/17/02, 6 pages.					
(3)	3G	"Information Advantage - Business Intelligence", "Live Information Repository...", printed from a web site on 12/19/01, 5 pages.					
(3)	3H	"Objective Data Inc. - Computer Software Consultants", Client List, printed from a web site on 1/15/02, 5 pages.					
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(3)	3K	"Andyne QMO - Manage Data Access", Andyne Computing, printed from a web site on 1/3/02, 5 pages.					
(3)	3L	"The Andyne Vision - On the Road to the Integrated Solution", Andyne Computing, printed from a web site on 1/3/02, 11 pages.					
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(3)	3N	"MicroStrategy 'Consumerizes' the Data Warehouse with Its New 4.0 Product Line", Press Release, June 24, 1996, MicroStrategy, printed from a web site on 12/8/01, 7 pages.					
(3)	3O	"MicroStrategy Announces DSS Server 3.0", Press Release, August 8, 1995, MicroStrategy, printed from a web site on 12/8/01, 5 pages.					
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(3)	3Q	"United EasyUpdate", United Airlines, printed from a web site on 11/30/2002, 4 pages.					
(3)	3R	General Magic, Inc. website, printed from a web site on 11/30/2002, 16 pages.					

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	6-30-03
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